

# SOS SUPER!Centers

*Customer service benefits include:*

- **Expanded hours**
  - Open Wednesdays from 9 a.m. to 7 p.m.
  - Open Saturdays from 9 a.m. to noon
  - Open over the lunch hour
- **More effective & efficient delivery of customer services through:**
  - Specialists trained to help with identification requirements and document certification
  - Information Station staffed by full-time customer service specialist in lobby
  - Lead workers designated to assist clerical staff and provide administrative assistance and oversight as directed by management
  - Additional full-time staff
- **Direct customer access to:**
  - Individual driving record
  - Instant titles
  - Mechanic testing
  - Driver assessment or appeals services
- **Automotive dealer centers**
- **Self-service option**
  - Renew vehicle registrations
  - Payment by credit card
- **Credit card payment at counter**
- **Improved access** (examples: parking, bus routes, located off major highways)
- **Better connectivity**